



Infrastructure WITO services

Between

**The State of Texas, acting by and through
the Texas Department of Information Resources**

and

Capgemini America, Inc

Statement of Work

April 4, 2012

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STATEMENT OF WORK

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Introduction

Capgemini has agreed to provide services to the State of Texas (SoT) for delivery of information technology services provided by an incumbent who is planning on terminating its relationship with the SoT two months earlier than the new contract for services is contracted to begin. These "WITO services" will provide a solution that supports a reduced set of the current services and service level agreements. Capgemini's responsibilities include providing a level of interface with SoT selected Service Component Providers (SCPs) for reporting and providing Service Desk services.

Capgemini will execute their responsibilities during the WITO Period using commercially reasonable efforts to achieve goals and objectives set forth in this SOW. Capgemini requires access to currently existing processes, procedures, tools, and systems currently used to deliver the services for the SoT today. Capgemini requires access to these tools and processes at least 30 days in advance of the commencement date for the WITO Period in order to familiarize themselves and achieve a reasonable level of knowledge transfer.

This Exhibit sets forth the Services that Capgemini will provide and the limitations of said services of the WITO services unless otherwise specified, for all Services that affect multiple Service Components described in this Exhibit. This document remains subject to legal review.

A. Service Desk

- a. Capgemini will provide 7x24x365 Service Desk availability through current provider, Unisys.
 - i. Providing a single point of contact for SoT authorized users regarding problems, questions or requests relating to the services
 - ii. Following currently established processes, procedures, interfaces, and responsibilities for call handling, problem management/ problem resolution, and incident management.

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- b. Manage all Incidents and Service Requests from Authorized Users using the Remedy system provided by IBM relating to services, including the following:
 - i. Logging all relevant details.
 - ii. Providing first-line investigation and diagnosis.
 - iii. Assigning categorization and prioritization codes.
 - iv. Escalating those that cannot be resolved within agreed timescales.
 - v. Communicating with users, keeping them informed of progress, notifying them of impending actions, obtaining appropriate agreement, and engaging and communicating with them about Service Desk activities.
 - vi. Closing all resolved Incidents, Service Requests and other calls.
 - c. Communicate to Authorized Users in English, using terms that are clearly understood by the Authorized Users and consistent with those used by DIR.
 - i. All communications, whether spoken or written, shall be clearly understandable to the Authorized User.
 - d. The Service Desk will be located in the Austin Data Center (ADC)
 - e. Provide Service Desk personnel that are trained for the following:
 - i. Possess the appropriate competencies to provide Service Desk Services.
 - ii. Understand DIR's business, service levels, and the customers and respond appropriately.
 - iii. Understand DIR's and DIR Customers' technology and sourcing arrangements.
 - iv. Use recognized customer service and interpersonal skills, such as telephony skills, communication skills, active listening and customer care training.
 - f. Provide and pay for a single, toll-free (in-country) telephone number for external calls to the Service Desk from Authorized Users.

- g. Provide and use the capability to submit calls via electronic mail and/or a secure extranet web site.
- h. Service Desk Reporting:
 - i. Provide regular reports to DIR on Service Desk activities and performance
 - ii. Calculate metrics and provide monthly reports to DIR, to include:
 - 1. Total number of Contacts (phone calls, emails)
 - 2. Number & % of abandoned calls
 - 3. Average Call Duration
 - 4. ATA (Average Time to Answer)
 - 5. Average time to Abandon
 - 6. Number and percentage of Contacts resolved.
 - iii. The reports described are existing automated reports.
- i. Capgemini will provide only “catch and dispatch” service providing ticket information to the SCPs for problem/incident resolution as is the custom of today’s Service Desk.
- j. Capgemini will not be obligated to conduct random surveys of authorized users during the WITO Period.

B. Security Services

- a. Capgemini will oversee the monitoring, tracking and resolving of any security related incident.
- b. Capgemini will, during the WITO Period, make use of established processes and tools for maintaining safeguards against unauthorized access, destruction, loss, or alteration of DIR data. Capgemini is responsible for the reporting to DIR.
- c. Capgemini will maintain logical security for the tools that it uses (e.g. Remedy and SharePoint).

- d. Upon notification of vulnerabilities and threats within the IT infrastructure, Capgemini will inform DIR and DIR customers of potential impacts and steps being taken.
- e. Capgemini will coordinate any Security-related Major Incident Response Teams (MIRTs) that occur.
- f. In the case of a security incident, the DIR Service Representative will be contacted and remain in the communication/status loop.
- g. There will be no planned updates/upgrades/new releases to security services during the WITO Period with the exception of normal required Malware and Virus protection "patches".

C. Change Management

- a. Capgemini will operate the existing change management processes and maintain the CAB structure as is. Capgemini and the SCPs will continue to execute the existing Change Management process to manage changes to DIR services.
- b. Changes to the information technology infrastructure shall be limited to availability, resolution, and backup associated with critical services.
- c. Coordinate and review Change Management activities across functions. This includes leading the ~28 Change Approval Board (CAB) weekly meetings.
- d. Continue to operate the tools for scheduling, describing, tracking, and reporting on changes to the environment.
- e. Follow up to secure approvals for recommended and/or scheduled changes in advance of executing the change.
- f. Provide an audit trail of changes made to production, test and development environments supported.
- g. Provide cross-agency coordination of agency-wide changes.

D. Incident Management

- a. Capgemini will provide reporting and integration with SCPs for P1 and P2 incident management for availability, resolution and backup services. Capgemini will provide Major Incident management.
- b. Capgemini Major Incident Managers (MIM) will integrate into the existing process.
- c. During core business hours 8-5 M-F MIM will monitor the progress of P1 Service Restoration Incidents:
 - i. MIM will escalate to appropriate management when incidents are not resolved within appropriate SLA target.
 - ii. MIM will notify DIR of any escalated incidents.
 - iii. If a P1 Service Restoration incident is not making satisfactory resolution progress the MIM will assemble (call out) a team of SCPs Management/Technical Team and Capgemini Management via a conference call and facilitate a coordinated effort to minimize further business impact and faster resolution.
- d. After core business hours:
 - i. If a P1 Service Restoration incident is not making satisfactory resolution progress the Help Desk will notify the MIM who will assemble (call out) a team of SCPs Management/Technical Team and Capgemini Management via a conference call and facilitate a coordinated effort to minimize further business impact and faster resolution.
- e. Capgemini, DIR and SCPs will mutually agree on which P1 problems should result in an RCA being generated. MIM will work to assign and follow up with the appropriate resolver team.
- f. Capgemini MIM will report status of open/closed RCAs to the DIR on a weekly basis.
- g. Incident Management consists of:

- i. Tracking and managing problems arising in each DIR Customer's information technology (IT) environment that are reported to the Support Center in any manner.
 - ii. Remaining responsible for the status of that problem until it is resolved and an authorized user confirms resolution.
 - iii. Engaging, coordinating and managing third party vendors and subcontractors that are providing products or services to DIR affected by or causing the current problem as necessary to localize the current problem
- h. Service Request Management consists of:
 - i. Tracking and managing requests for services arising in each DIR Customer's information technology (IT) environment that are reported to the Support Center.
 - ii. Resolving those requests arising from or related to provisioning of the current services during the WITO Period.
 - iii. Execution of Service Requests during the WITO Period will be limited to priority requests (as agreed to by DIR).
- i. The parties will conduct an internal problem review meeting 8:00 AM each Business Day. The purpose of this meeting is to review the prior day's incidents and discuss root causes associated with each incident; as well as to prepare for both a follow on client-facing meeting and issuance of the TXDCS Daily Status Report.
- j. Capgemini will led a client-facing problem review meeting each Business Day at 8:00 AM. The purpose of this meeting is to discuss root causes of issues and incidents of the prior day's activities.

E. Service Level Reporting

- a. Capgemini will report to DIR, service levels noted in item c. below using IBM's current service level reporting scripts and processes, and will deliver SLA measurement reports (workbooks) to DIR in the month following the reporting month.
- b. Capgemini will report on the following SLAs:

i. Availability (Critical Service Levels)

1. 1.1.1 Critical Application Infrastructure Availability
2. 1.1.3 Servers - High Complexity Application Infrastructure Availability
3. 1.1.5 Servers - Medium Complexity Application Infrastructure Availability
4. 1.1.7 Servers - 7x24 Application Infrastructure Availability
5. 1.1.10 Mainframe Application Infrastructure Availability
6. 1.1.12 Federal Application Infrastructure Availability

ii. Backups (Critical Service Level)

1. 1.3.1: Successful Backup Percentage

iii. Resolution Times for Severity 1 and 2 (Critical Service Levels)

1. 1.2.1.1: Severity 1 Problem: Servers – High
2. 1.2.1.2: Severity 1 Problem: Servers – Medium
3. 1.2.1.3: Severity 1 Problem: Servers – Low
4. 1.2.2.1: Severity 2 Problem: Servers – High
5. 1.2.2.3: Severity 2 Problem: Servers – Medium
6. 1.2.2.2: Severity 2 Problem: Servers – Low

c. Capgemini will generate the current SLA Workbooks using the existing desktop procedure which describes the processes, SQL Queries and Remedy reports that are downloaded into an Excel worksheet with macros. These preliminary SLA reports are manually modified to exclude approved SLA breaches that are agreed to by DIR. During the WITO Period, service exceptions normally leading to potential SLA breaches will not be pursued with the exception of service issues associated with the Electronic Benefits Transfer (EBT) system. As a federally sponsored system, service performance and reasons for performance issues are especially visible, thus will continue to be reviewed via the RCA and exclusion processes.

F. Disaster Recovery

- a. Capgemini will coordinate the following three DR tests scheduled to be executed during the WITO Period:
 - i. May: TWC PeopleSoft (currently scheduled for May 7-14)
 - ii. May: OAG-AL-RRR, TYC & TWC (mainframe test; currently scheduled for May 13-20)
 - iii. June: HHSC-E Financials
- b. Preparation activities needed to execute a valid DR plan for the three identified tests above will be accomplished by the current service provider within current project schedule for test execution.
- c. Capgemini's only obligation for DR shall be coordinating performance of the actual test. Capgemini shall not be responsible for the DR test preparation; however actions that need to be accomplished by the current service provider in preparation for the actual test that will impact Capgemini/SCP ability to successfully complete the test (coordination of vendors, communication of test objectives, etc.) will need to be communicated and transitioned to Capgemini/SCP prior to test execution.
- d. Capgemini is responsible for providing a formal report of the test results to DIR within 30 days of the completion of each test. The report will minimally include:
 - i. Results achieved
 - ii. Comparison of results achieved to the goals/objectives set forth in advance of the test
 - iii. Any reported feedback from business users relative to adequacy
 - iv. Plan and schedule for remediating any outstanding issues as a result of the test execution
- e. Capgemini is responsible for processing the required updates to the DR plans for appropriate contact information changes due to Capgemini and the SCPs assuming responsibility for the IT related services.
- f. In the event of a declared disaster during the WITO Period, Capgemini will provide commercially reasonable efforts in coordinating existing Disaster Recovery Plans.

G. Crisis Management

- a. Crisis Management may be necessary depending upon the type of business or geographic location supported. Examples where potential Crisis Management assistance may be needed include hurricanes, tornadoes, riots, and/or terrorist events.
- b. Capgemini's responsibilities include:
 - i. Providing increase support when a crisis is declared.
 - ii. Providing alternative communications methods (e.g. out of band communications support).
 - 1. Following statewide notification pyramid alert support as documented in the applicable business continuity plan.
 - 2. Following DIR notification processes for any crisis event occurring in or relating to a Service Provider Facility, DIR Facility or other facilities managed by Service Provider in connection with the Services.
- c. Coordinating with DIR Customers, DIR and DCS Service Providers to implement Crisis procedures per the Service Management Manual.
- d. No additional new or transformational services will be introduced for crisis management during the WITO Period.

H. Program Management

- a. As of May 1 (WITO Period Effective Date), a list of the current major current ongoing Projects/Programs will be agreed to and set forth in Attachment 1 to this SOW. Capgemini and the SCP will assume responsibility for projects in work during the WITO Period, as defined and agreed in Attachment 1 to this SOW. This list will be limited to what is being called the "Top 10 Projects" which as of 3/20/2012 includes 5 active ongoing projects that IBM will not complete by the beginning of the WITO Period, and three projects that are in approval status. These

projects result in ~76 tasks or REQs that need to be tracked and reported on as part of the identified projects.

- b. Capgemini's responsibilities include:
 - i. Program Management of the listed projects per the agreed upon schedule and project plan; completing such projects as scheduled unless modified by mutual consent.
 - ii. Using the Change Management Process to address any In-Scope changes, requirements, or schedules to the agreed upon projects.
- c. Capgemini will accept new requests for project work into the Remedy system from the agencies and will assign to appropriate work queues to be solutioned and implemented post WITO Period (7/1/12), unless the solution request is related to a performance/capacity problem in which case escalated review and approval may result in more immediate project activities.
- d. Capgemini will support end of fiscal year procurements that might result in loss of funding for the agencies with appropriate escalated review and approval of DIR.
- e. Capgemini's rate card will apply for any resources required to support requests or projects or services that are not part of this SOW or Attachment 1.

I. Software Services & Hardware Maintenance Contract Renewals

- a. Capgemini and the SCPs will manage software licenses and renewals including SSL certificates. Undocumented renewals or renewals missed during the WITO Period will be resolved as part of the incident management process.
- b. Capgemini will update existing IBM SW renewal and reporting processes to conform to Capgemini and ACS business processes.
- c. Capgemini will develop a temporary database to operate in lieu of the proprietary IBM system (OrderNow) and will receive from IBM, prior to 1 May, a data download which will populate the temporary database.

- d. Capgemini will provide only necessary legacy reporting for the SW Renewal process from the temporary database in order to effectively manage the process.
- e. Capgemini will upload the temporary database contents into the Remedy 7.6 contracts module when it is available.
- f. Capgemini will use the existing IBM Remedy 7.2 tool to manage the maintenance renewal process for hardware.
- g. IBM is responsible for processing any software renewals that are due prior to May 1, 2012 and for processing renewal orders that need to be started prior to May 1, 2012 in order to achieve their renewal date in time.

J. Chargeback Management

- a. Capgemini will provide a monthly invoice to DIR for the months of May and June which reflect the actual resource unit volumes as measured one time in April 2012.
- b. Attachment 2 of the MSA describes the process and formulas used to develop the May and June 2012 invoices.
- c. Actual Chargeback/Resource Utilization information from Xerox will be included in the invoice for the month of May and June 2012. The Xerox volume information will require recalculation of the blended rate prior to submission to DIR of the final invoice.
- d. Preparation of the monthly invoice during the WITO Period is limited to 1-2 headcount during the first 10 days of each calendar month.
- e. Dispute Resolution during the WITO Period is limited to receiving formal disputes from the agencies as it relates to work performed by Capgemini and the SCPs during the WITO Period. Any disputes relating to work performed by IBM prior the commencement of the WITO Period will be resolved by IBM.
- f. No disputes will be processed by Capgemini until June 2012.
- g. Headcount and support related to Dispute resolution is limited to one person during the WITO Period.

K. Portal Services

- a. Capgemini and the SCP will maintain the server(s) and SharePoint application “as-is” with the exception of any/all links to internal IBM sites and services that IBM may disable.
- b. DIR will provide Capgemini with access and license to any software licenses and hardware platforms associated with the SharePoint Portal and the Remedy service management system required for Capgemini to provide the services provide to Capgemini during the WITO Period. Software license renewals and hardware maintenance renewals are the responsibility of Capgemini for the WITO Period. Capgemini has been informed of upcoming renewal requirements for the Remedy system and has budgeted appropriately for this transaction within the scope of this proposal.
- c. Capgemini and the SCP will track and manage the rights for all authorized users of this SharePoint instance.

L. Reporting

- a. Capgemini and the SCPs will continue to publish established, automated reports. Capgemini and the SCPs will also publish approved manual reports. Attachment 2 contains a list of reports to be provided.

Attachment 1-B
Reports List

Manual or Auto	Report Category	Report Name	Description	Frequency	Recipient	Report Location	Report Generator Tool
A	DIR Customer Downloads	Open items by DIR Customer (e.g. Incidents, Requests, Problems and Changes)	For all open Incidents, Problems, Requests, Changes by DIR Customer for all Service Components as applicable.	Daily	DIR, DIR Customer	Web Portal	ServiceFlow
A	DIR Customer Downloads	Resolved Incidents and Closed Changes	For all Resolved Incidents and Closed Changes by DIR Customer for all Service Components as applicable	Monthly	DIR, DIR Customer	Web Portal	ServiceFlow
A	DIR Customer Downloads	Server Availability Report	Incidents of unavailability by all Servers instances. Understand MSI may deliver this as part of SLA reporting.	Monthly	DIR Customer	Web Portal	ServiceFlow
A	CMDB / Asset Reports	CMDB Update Requests	CMDB updates	Weekly	DIR, DIR Customer	Web Portal	TBD
	CMDB / Asset Reports	CMDB changes (list all decommissioned, deleted or added Hardware Assets)	List of hardware assets that have been Decommissioned, deleted and additions to CMDB	Monthly	DIR, DIR Customer	Web Portal	TBD
A	CMDB / Asset Reports	All Hardware Assets	List of all Hardware assets in CMDB	Monthly	DIR, DIR Customer	Web Portal	TBD

A	CMDB / Asset Reports	Asset inventory and management	Produce periodic reports as necessary, and respond within designated timeframes to queries and requests concerning the inventory data or supporting information. At a minimum, such reports shall include: Exception reports on errors and corrections, by DIR Customer; and Reports on the results of periodic audits and inventories.	As needed	DIR	Web Portal	TBD
A	Change Management	All Open Changes - DIR Customer	Report all Open changes, high risk, past Due, three month look ahead	Daily/ Monthly	DIR, DIR Customer	Web Portal	ServiceFlow
A	Change Management	All Closed Changes - DIR Customer	Report on all Closed changes, success/failed, exceptions, past due, unauthorized	Daily/ Monthly	DIR, DIR Customer	Web Portal	ServiceFlow
A	Disaster Recovery	Application DR Recovery Time Objective (RTO) and recovery priority	List of Applications for DR - by DIR and DIR Customer. Source of RTO data to be determined (perhaps CMDB).	Monthly	DIR, DIR Customer	Web Portal	TBD
A	Disaster Recovery	Equipment DR Priority	List of Hardware needed for DR, to support Recovery Point Objective for Applications - by DIR and DIR Customer	Monthly	DIR, DIR Customer	Web Portal	TBD
M	Disaster Recovery	DR Test Results	Results achieved, comparison of the results the to the measures and goals identified in respective plans. Plan and schedule to remedy any gaps revealed during testing.	As Requested	DIR Customer	Web Portal	TBD
M	Finance	DCS DIR Invoice	DIR invoice	Monthly		Email	ServiceFlow

M	Finance	Invoice Dispute Metrics	Invoice dispute statistics including dispute aging and log	Weekly		Web Portal in a download able format	TBD
M	Finance	HUB Spend Report	Tracks spending by Service Provider with HUB-qualified subcontractors	Monthly	DIR/TCO Finance and DIR HUB Coordinator	Web Portal in a download able format	TBD
M	Finance	Invoice Detail Reports	Various detail supporting the Service Provider Invoice for Services (various CMDB extracts; PPA detail; and HSC details)	Monthly	DIR/TCO Finance	Web Portal in a download able format	ServiceFlow
M	Finance	Aged A/R Report	Aging receivables comparison between MSI/SCPs and DIR	Monthly	DIR/TCO Finance	Email	ServiceFlow
A	Finance	Offsite Tape Reports	Listing of all tape located at the offsite facilities (until integration with chargeback system)	Monthly	DIR Customer	Portal	TBD
A	Incident	Executive Operations Review Report	Executive overview of monthly statistics for Incident, Change, Backups, Restores, Requests, Projects and PBIs	Monthly	DIR	Email	TBD
A	Incident	Average Close Time Trend	Chart - Average Incident close time - 6 month view	Daily / Weekly/ Monthly	DIR, DIR Customer	Web Portal	ServiceFlow
A	Incident	Average Resolution Time Trend - Hardware	Chart- Average Resolution time for P1 & P2 Incidents HW Break/Fix - 6 month view	Daily / Weekly/ Monthly	DIR, DIR Customer	Web Portal	ServiceFlow
A	Incident	Average Resolution Time Trend - Non Hardware	Chart - Average Resolution time for Non HW P1 & P2 - 6 month view	Daily / Weekly/ Monthly	DIR, DIR Customer	Web Portal	ServiceFlow
A	Incident	Customer Closure Time	Chart - Incident Customer Closure Time for P1 & P2	Daily / Weekly/ Monthly	DIR, DIR Customer	Web Portal	ServiceFlow
A	Incident	Daily Status Report	Listing of all Open P1 & P2 Incident tickets	Daily	DIR, DIR Customer	Web Portal	ServiceFlow
A	Incident	Distribution of Resolution Time	Chart - Incident Distribution of Resolution Time for P1 & P2	Daily / Weekly./ Monthly	DIR, DIR Customer	Web Portal	ServiceFlow
A	Incident	Incident & Change Dashboard	Summary of Incident / Change tickets	Daily	DIR, DIR Customer	Web Portal	ServiceFlow

A	Incident	Incidents Caused by Changes	Summary of Incidents caused by Change requests	Monthly	DIR, DIR Customer	Web Portal	ServiceFlow
A	Incident	Incident Upgrade Report	Summary of Incident tickets where priority is upgraded	Monthly	DIR, DIR Customer	Web Portal	ServiceFlow
A	Incident	P3/P4 Remedy Incidents	Multiple charts detail P3 / P4 Incidents - age, type, resolution	Monthly	DIR, DIR Customer	Web Portal	ServiceFlow
A	Network	ADC_ASA-CPU	ADC ASA #2 (Admin, HHSC-Manage, IBM Tools Web) and ASA #3 (Admin, TPWD-DMZ) CPU Utilization - 1 hour resolution (polling)	Weekly	Communication Technology Support	TBD	TBD
A	Network	ADC_Core-1-to-Dist-1	ADC Core to Distribution Aggregated Throughput – 15 minute resolution (polling)	Weekly	Communication Technology Support	TBD	TBD
A	Network	ADC-SDC_CORE-AND-DIST_PortChannelsOnly	ADC and SDC LAN Network Interconnects ADC Core & Distribution Port Channels Only Utilization – 15 minute resolution (polling). Report by location	Weekly	Communication Technology Support	TBD	TBD
A	Network	ADC-SDC_CPU	ADC and SDC Router/Switch CPU Report (All Production Switches) – 15 minute resolution (polling). Report by location	Weekly	Communication Technology Support	TBD	TBD
A	Network	ADC_Dist_NIDS_SPAN	Distribution to NIDS throughput on Span 1 and Span 2 – 15 minute resolution (polling).	Weekly	Communication Technology Support	TBD	TBD
A	Network	ADC and SDC Bandwidth -Trend	IBM tools Bandwidth Trend (adc-dist-1-Vlan601), Mainframe Unisys Bandwidth Trend, Mainframe IBM Bandwidth Trend and Total TSM Bandwidth Trend – 15 minute resolution (polling)	Weekly	Communication Technology Support	TBD	TBD
A	Network	ADC-SDC_PortChannel200_Discards	ADC-SDC Distribution (1,2,a,b) - Port-channel 200 discards – 15 minute resolution (polling)	Weekly	Communication Technology Support	TBD	TBD
A	Network	ADC-SDC_TSM_BW-Trend	ADC-SDC TSM Port Channels Only Bandwidth Trend – 15 minute resolution (polling)	Weekly	Communication Technology Support	TBD	TBD

A	Network	SDC_ASA_Memory-Trend	SDC ASA (Admin, HHSC-DMZ, TDCJ-DMZ) CPU Utilization – 15 minute resolution (polling)	Weekly	Communication Technology Support	TBD	TBD
A	Network	SDC_Core-A-to-Dist-A	SDC Core to Distribution Aggregated Throughput – 15 minute resolution (polling)	Weekly	Communication Technology Support	TBD	TBD
A	Network	SDC_Dist-A_NIDS_SPAN	Distribution to NIDS throughput on Span 1 and Span 2 – 15 minute resolution (polling)	Weekly	Communication Technology Support	TBD	TBD
A	Network	SDC_Dist-A_PortChannel200	SDC Distribution Port Channel 200 – 15 minute resolution (polling)	Weekly	Communication Technology Support	TBD	TBD
A	Network	SDC_FWSM-DMZ 1 and 2_Memory-Trend	FWSM – DMZ Memory Utilization (ASU, OAGCS, RRC, TABC, TDA, OAGAL, PUC, SOS, TCEQ, TDI, TDLR, TFC, TPWD, TVC, TYC, TEA, THECB, TSLAC, TWC) – 15 minute resolution (polling)	Weekly	Communication Technology Support	TBD	TBD
A	Network	SDC_FWSM-Trans-1, 2 and 3_Memory-Trend	FWSM Transparent 1 Memory Utilization (HHSC, OAGAL, OAGCS, PUC, RRC, SOS, TABC, TCEQ, TDA, TDCJ, TDI, TDLR, TEA, TFC, THECB, TPWD, TSLAC, TVC, TWC, TxDot, TYC) – 15 minute resolution (polling)	Weekly	Communication Technology Support	TBD	TBD
M	Print and Mail	Daily Print Mail Report	Daily summary of Print volume per DIR Customer, delivery volume per DIR Customer, and Mail volume per DIR Customer.	Daily	DIR, DIR Customer	Web Portal	TBD
M	Print and Mail	Document Reprint Statistics	Monthly Summary of Reprint Totals	Monthly	DIR, DIR Customer	Web Portal	TBD
M	Print and Mail	Monthly Print Mail SLA Report	SLA Summary report	Monthly	DIR, DIR Customer	Web Portal	TBD
M	Print and Mail	Print/Mail Forms Inventory	Print and Mail Inventory Report (include stock, inventory and postage usage and balances)	Weekly / Monthly	DIR, DIR Customer	Web Portal	TBD

M	Print and Mail	DPV / Fast-forward volume report	Details daily DPV and Fast-forward charges and summary for the month.	Monthly	DIR, DIR Customer	Web Portal	TBD
M	Projects	Project and Procurement Status	Master Project and Procurement list. Status of all solution requests - includes custom and commodity procurements, catalog requests, RFNS. Includes status of all server builds and focus list priorities. Includes status of solution requests assigned to standard resources and project pool resources.	Weekly	DIR	Email	TBD
M	Projects	Server Build Completion	List of all servers built within the month. Includes average cycle time from request to completion.	Monthly	DIR	Web Portal	ServiceFlow
A	RCA	RCA Report	Summary RCA Tracking Report	Weekly	DIR, DIR Customer	Web Portal	ServiceFlow
A	Software Renewals	Software Renewals by DIR Customer	Multiple reports for Software renewals, Mainframe, Server etc., for ADC, SDC and DIR Customer	Monthly	DIR, DIR Customer	Web Portal	TBD
A	Service Requests	Monthly Service Request Report	Progress toward fulfillment and status of all Service Requests, committed fulfillment times, anticipated completion times and status, ownership and activities toward fulfillment and changes in service request status throughout the service request lifecycle. see section MSI 2.1 A.1.7.3	Monthly	DIR, DIR Customer	Web Portal	ServiceFlow
A	Service Requests	Priority 3 and Priority 4 User Requests	Chart of P3 & P4 open request tickets	Weekly	DIR, DIR Customer	Web Portal	ServiceFlow
A	Service Requests	Service Request Report	Show demand, forecasts on demand, trends, product health, spend, problem areas, backlogs, effectiveness of the Request for Solution process, including: time-to-solution, time-to-respond, accuracy of proposals, accuracy of forecast and captured compared to cancelled.	Monthly	DIR, DIR Customer	Web Portal	TBD

M	SLAs	Individual Monthly Reports for Critical Service Levels		Monthly	DIR	Web Portal	ServiceFlow
M	SLAs	Various reports and data required to validate SLAs	Detailed element data to validate SLA	Monthly	DIR	Web Portal	ServiceFlow
M	Backup	Mainframe Backup Report	All Mainframe backup	Monthly	DIR, DIR Customer	Web Portal	SSPC
A	Backup	TxDCS S&F - All Backups 5 weeks by Server-Client	By DIR Customer visual/graphical/graphical representation for success/failure of 5 weeks of backups	Daily	DIR, DIR Customer	Web Portal	Bocada, Symantec
A	Backup	TxDCS S&F Graphical - 5 Weeks	By DIR Customer visual/graphical representation for success/failure of 5 weeks of backups	Daily	DIR, DIR Customer	Web Portal	Bocada, Symantec
A	Backup	TxDCS S&F Graphical - 60 Days	By DIR Customer visual/graphical representation for success/failure of 60 days of backups	Daily	DIR, DIR Customer	Web Portal	Bocada, Symantec
A	Backup	TxDCS S&F Graphical - 7 Days	By DIR Customer visual/graphical representation for success/failure of 7 days of backups	Daily	DIR, DIR Customer	Web Portal	Bocada, Symantec
A	Backup	TxDCS S&F Last Good Backup	By DIR Customer and by server list of last known good backup	Daily	DIR, DIR Customer	Web Portal	Bocada, Symantec
A	Backup	TxDCS S&F Tabular Report - 7 Days	By DIR Customer tabular/excel report for success/failure of 7 days of backups	Daily	DIR, DIR Customer	Web Portal	Bocada, Symantec
A	Backup	Promoted Error Report (Filtered)	By DIR Customer; list of files that were skipped by backup process due to errors	Daily	DIR, DIR Customer	Web Portal	Bocada, Symantec
A	Backup	DB Backup Schedule report	By DIR Customer list of agencies Database backup schedule	Monthly	DIR Customer	Web Portal	Bocada, Symantec
A	Backup	Schedules, Retention & Targets (SRT) Report	By DIR Customer list of agencies backup schedule with target information	Monthly	DIR Customer	Web Portal	Bocada, Symantec
A	Backup	Monthly Bocada Report	By DIR Customer list of agencies backups that were performed for the month with SLA designation. May be part of the SLA roll-up.	Monthly	DIR, DIR Customer	Web Portal	Bocada
M	Security	Daily Managed Security Service Report	Daily security dashboard: scan results, OEM security/vulnerability announcements, previous 7-day window, open tasks/incidents, security trending	Daily	DIR	Email	TBD

M	Security	Monthly Security Incident Reports (SIRS)	Incidents out of the SOC on Security	Monthly	DIR, DIR Customer	Email	TBD
M	Security	Monthly Security Status Review	Roll-up of multiple sources: Monthly Security Updates Monthly Mainframe Security Services Monthly Identity and Access Management Services status report Monthly Background Checks TDCJ and DFPS status report Monthly Documentation and Process status reports (PPM updates, ISeC updates, etc.) Monthly ISeC status reports (number of exceptions, number pending, DIR Customer issues with ISeC implementation (delays in implementation, DIR Customer failure to submit exceptions, etc.) Monthly Antivirus/Malware status report Monthly Security Reports information derived from ISS Security Services	Monthly	DIR	Email	TBD
M	Security	Semi-annual HIDS deployment reports	DIR Customer deployment status of HIDS agents	Semi-Annual	DIR, DIR Customer	Email	TBD
M	Security	Vulnerability reports	Report on intrusion attempts and success/failure of prevention systems. Failures should generate Incident.	Daily	DIR, DIR Customer	Email	TBD
M	Security	Security Incident Status Report	Status of all Security Incidents	Monthly	DIR	Portal	TBD
M	Transformation	Transformation status (Program, server, application and by DIR Customer)	Weekly program management reporting covering transformation for all agencies and projects. Should be part of roll-up to overall Transformation Status.	Weekly	DIR, DIR Customer	Email	Clarity
A	Other	Service Desk Call Volume Report	Number of Contacts, to include all Calls, phone calls, electronic, automated or otherwise. Abandoned, average call duration, average time to answer, average time to abandon. 1.4. Trend analysis during the thirteen (13) most recent months. Percentage of Contacts resolved, passed to other Service Desks.	Monthly	DIR	Web Portal	TBD